



Information guide

Delivering independence
through technology





Introduction

Dudley Telecare is a fully integrated monitoring and response service that offers a range of carefully selected products, all designed to help you to remain living safely and independently in your home.

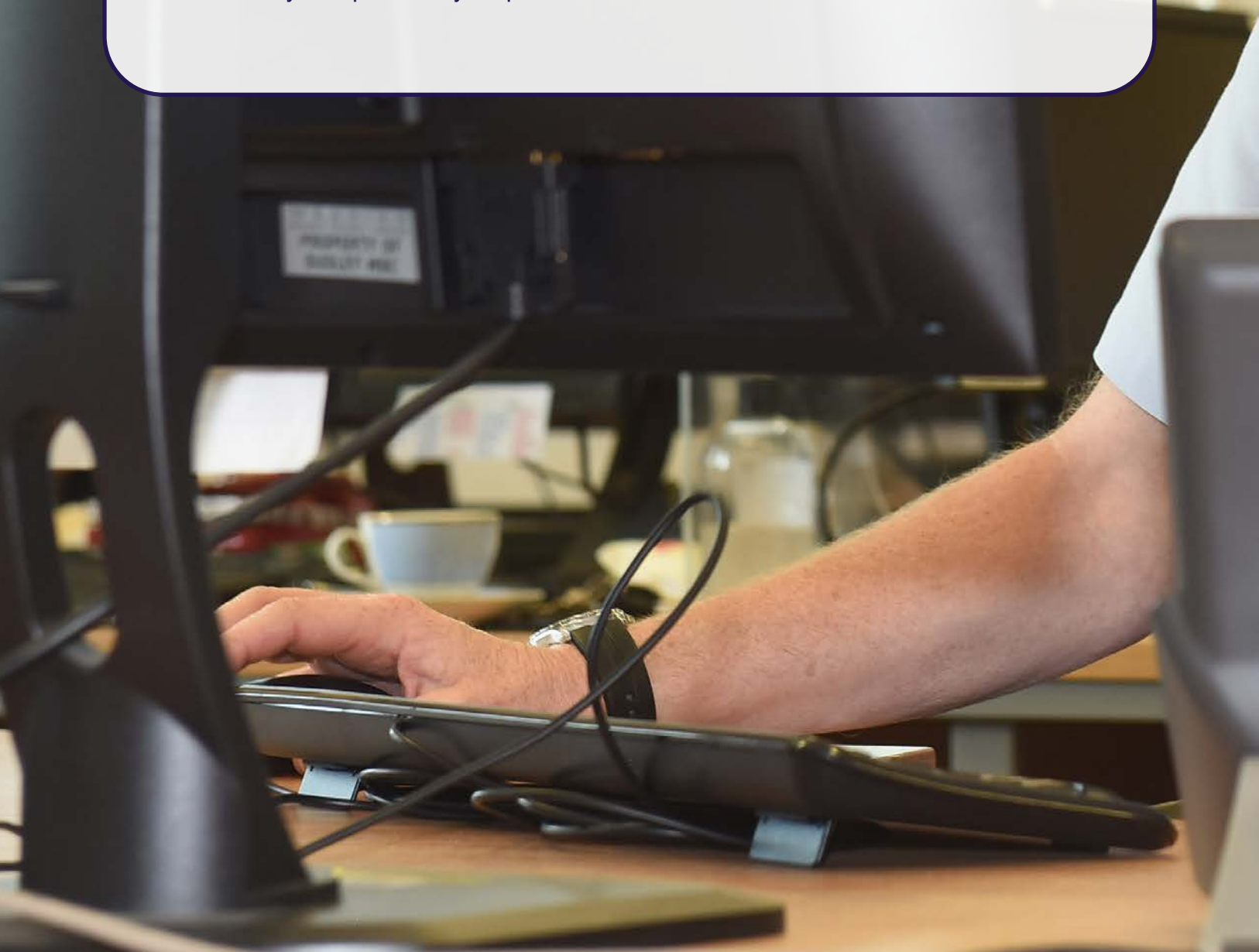
Assistive technology products and alarm systems provide support to people, through their link to the Dudley Telecare Service, 24/7, 365 days a year. Our Vision continues to be to support people, of all ages and abilities, to remain living securely and most importantly independently, in a way that they choose.

What is Dudley Telecare?

A range of Telecare solutions, which are unobtrusive and flexible, can be installed in the home, by one of our team and linked to our emergency monitoring centre in Dudley.

Here, professional and experienced call handlers, who are specifically trained to respond to our customers emergency requirements, take calls through their alarm system and triage an appropriate response. Should the caller have fallen, and we can establish that they are not injured, we have a trained, in house, falls response service that we can deploy, where we aim to respond within 45 minutes. Customers, family and friends therefore have constant reassurance that help, and support is always at hand.

Telecare equipment is easy to install. All equipment has built in sensors to monitor and alert to potential accidents and emergencies such as a person falling, flooding or fire. The sensors are all linked to Dudley Telecare's monitoring centre and will alert the operators within seconds that there is a potential problem or hazard occurring in the home. Alternatively, customers can choose for the call to be transmitted to a carer's pager (Care Assist) so that they can personally respond.





Who can use Dudley Telecare?

The service is available to anyone who is vulnerable and is likely to need a little extra support or assistance. There is no age barrier to the service; anyone who is isolated, lives alone, needs extra support, or feels insecure could benefit from the service.

Telecare has primarily been used by older people, however, the range of Telecare equipment has developed hugely over the years and now offers benefits to people of all ages. Dudley Telecare is keen to support younger people with health conditions or learning disabilities, as well as providing bespoke packages to support nursing homes, supported or extra care housing, sheltered housing or residential care homes. Dudley Telecare is solution focused and prides itself on finding the technological solution to transform people's lives by giving them independence, reassurance and peace of mind.



Older people



Those with epilepsy



Those with dementia



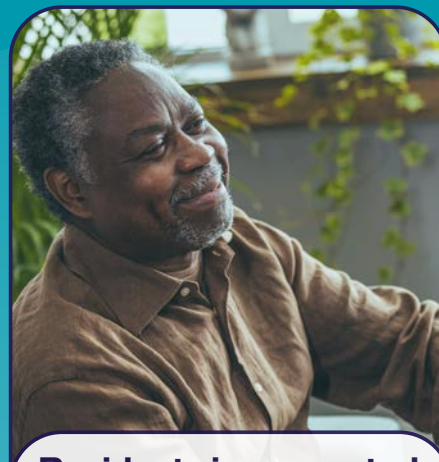
Anyone with a range of disabilities



Families



Carers



Residents in supported housing schemes

What are the main benefits of Dudley Telecare?

- Enables a rapid response to emergencies
- Maintains and enhances independence
- Making life easier with Telecare solutions
- Safety and security in the home and community
- Peace of mind for family and carers
- Promotes earlier discharge from hospital
- Delays/avoids care home or hospital admissions
- Supports Carers wellbeing, reducing anxiety and stress
- Enables early intervention/prevention
- Can support social inclusion

Case Studies

Find out how Dudley Telecare has supported local people to stay independent, by providing them with bespoke packages according to their unique needs.

CASE STUDY

FREDA'S STORY



ABOUT FREDA

Freda has been diagnosed with dementia and lives alone.

She has recently returned home from hospital, with a home care package to support her. She is managing to keep independent, but Freda's daughter has become increasingly worried about her mom as she has been locking herself out of the house.

OUR SOLUTION

Dudley Telecare provided several Telecare solutions to keep Freda independent safely – including a pendant alarm, smoke detector and key safe. To address the issue of being locked out, we installed door exits – which notify her daughter should Freda leave the house, a memo minder – which plays a message recorded by a family member to remind Freda to stay at home, a lifestyle monitoring system - which monitors Freda's home activity and a personal tracking device - which is a device that can be set up so that friends and family can easily identify Freda's location and even set up a 'safe zone' so that should Freda travel outside of this, an alert would be sent to a designated phone alerting them in real time. Freda remains happy and content that she is able to stay in her own home and her family now have peace of mind and reassurance, that despite Freda's dementia she is safe and monitored at all times.

PRODUCT LIST

Alarm, smoke detector, pendant alarm, key safe, memo minder, door exits, lifestyle monitoring system, personal tracking device.

CASE STUDY

JANE'S STORY



ABOUT JANE

Jane suffers from epilepsy and is prone to regular seizures.

She has two young children and cannot be alone with them due to safety concerns if she should have a fit.

OUR SOLUTION

We provided Jane with a pendant alarm and epilepsy sensor. Jane would generally know the signs of an onset seizure and could therefore call for help via her pendant. In any other emergency, Jane's children were also trained how to activate the alarm to call our monitoring centre for help. Jane could also sleep safely knowing that should she have a seizure at night whilst her children were asleep, the epilepsy sensor would detect this and raise an alarm, contacting the call centre immediately. Now for the first time ever, Jane can be alone with her children, giving everyone peace of mind and restoring a normal family life for Jane and her children.

PRODUCT LIST

Pendant and epilepsy sensor.



CASE STUDY

JOHN'S STORY



ABOUT JOHN

John is carer for his wife Sue, who had a severe stroke and is cared for at home.

He only leaves home to go shopping and to watch his local football team twice a week.

John has a heart condition and is concerned that if something happens to him whilst he's out, no-one would be notified to provide care for his wife.

OUR SOLUTION

Tunstall Connect Plus alarm and Interactive Voice Response (IVR) was set up so that John can access the alarm remotely via his mobile to add his 'expected return time' and can also extend time while he is out if he is running late.

If he has not returned home by the time he has set, the unit contacts the call centre to escalate a care plan for his wife.

John now has peace of mind when he leaves home knowing that Sue won't be left unattended should anything unforeseen happen and care will be provided for her.

PRODUCT LIST

Tunstall Connect Plus and Interactive Voice Response.



CASE STUDY

A SUPPORTED LIVING STORY



ABOUT

SUPPORTED LIVING

Telecare products can also be really useful in multiple occupancy settings such as: care homes, supported and sheltered living schemes and residential homes.

OUR SOLUTION

Elliot House is a supported living multiple occupancy property for adults with learning disabilities.

To help keep everyone safe, a range of Telecare equipment was installed; taking individual's needs into account.

This included - door exits, pendant alarms, smoke alarms and memo minders (with a carer's recorded message reminding people to not leave the property alone).

A care assist was given to all carers. This helps monitor each person's needs via a single device, which allows multiple Telecare products to connect to it. Carers can then monitor each individual in real time from a single device, making caring more efficient and timely.

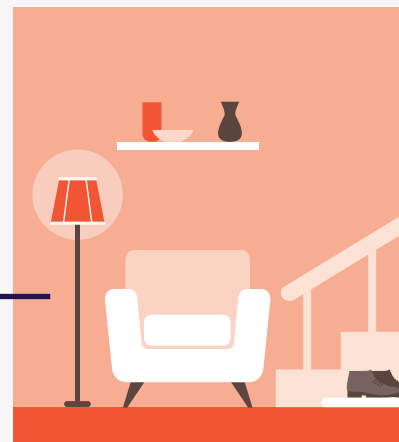
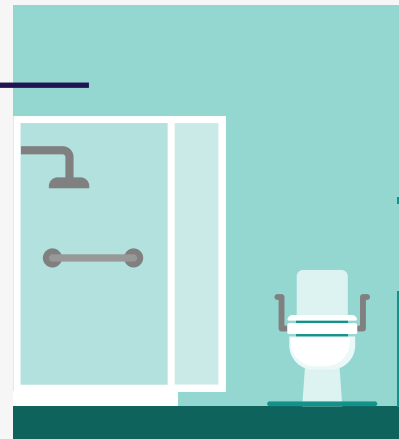
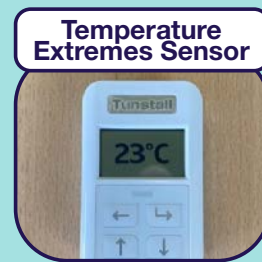
PRODUCT LIST

Care assist, pendant alarm, smoke alarm, memo minder.



Smart House

Telecare products are connective and allow us to transform the lives of our customers. Below is an indicative illustration of how our solutions can change a home into a Smart House.



One or a combination of the above can be installed to promote Safety and Security, Medication Compliance, Epilepsy, Falls Management, Dementia, Hearing and Visual Impairment,

Smoke Detector



Lifestyle Monitoring System



Enuresis Sensor



Pillow Alert



Epilepsy Sensor



Care Assist



Medication Reminder/Dispenser



Flashing Beacon



Continance Management, Environmental Protection, Rehabilitation, Self Care/Improved Wellbeing, Carers and Support for people with learning difficulties to live more independently.

Testimonials

Dudley Telecare has supported local people to stay independent, by providing them with bespoke packages according to their specific needs.

Read some of our testimonials below.

“Thank you to Telecare for getting the fire service so quickly to my mom after she left the plastic kettle on the stove and nearly burnt down the house. You are a brilliant service and again a big thank you for saving my mom’s life.”

“Excellent Service would recommend.”

“Mom wishes to praise Telecare and all the friendly and supportive officers for the service that they provided over the years to help reassure her”.





telecare
DUDLEY

Contact us

For more information or to request a home assessment,
please contact our team at Dudley Telecare.

Telephone 0300 555 0055

email dudcommalarms.dachs@dudley.gov.uk

visit www.dudley.gov.uk/telecare



Dudley
Metropolitan Borough Council



TEC
Quality

Quality · Safety · Innovation



TEC
Quality

Certified Organisation